

# RDP Error: This computer can't connect to the remote computer

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How to solve "Remote Desktop Connection Error: This computer can't connect to the remote computer" when accessing RDP via Ezeelogin tunnel ?

**Overview:** This article helps in resolving the "**Remote Desktop Connection Error: This computer can't connect to the remote computer**" issue encountered when using the [Ezeelogin tunnel feature](#) to access RDP.

- **NLA is currently supported.** If the user **enables** it, the **username and password must be saved** when adding the RDP server to Ezeelogin.
- If the user **does not enable NLA**, they can choose whether to save the username and password in Ezeelogin, as **both options will work**.

Remote Desktop Connection



This computer can't connect to the remote computer.

Try connecting again. If the problem continues, contact the owner of the remote computer or your network administrator.

OK

Help

## 1. ERROR(1): Tunnel access from unauthorized IP: 0.0.0.0 (127.0.0.1)

**Step 1(A):** Check the **ezsh.log** of gateway user with which you logged into Ezeelogin backend(ezsh). Replace the username with the actual username.

```
root@gateway ~]# tail /home/{username}/ezsh.log
```

Example:

```
root@gateway ~]# tail /home/admin/ezsh.log
```

```
Authentication by SSH key failed!
```

```
Authentication by SSH key failed (windows.com, Administrator):
```

Username/PublicKey combination invalid

**Tunnel access from unauthorized IP: 0.0.0.0 (127.0.0.1)**

**Step 1(B):** To resolve the above error, login to Ezeelogin GUI and navigate to **Settings -> General -> Security** and enable **Tunnel Allow All**.

Ezeelogin

Welcome, Administrator Logout

Servers

Web Portals

Users

Access Control

**Settings**

- General
- Branding
- Control Panels
- Data Centers
- API
- LDAP
- SAML
- RADIUS
- Server Fields

Cluster

Command Guard

Account

Help

**General Settings**

Authentication Two Factor Authentication **Security** Defaults Miscellaneous

Password Minimum Length 20

Password Minimum Block Letters 1

Password Minimum Special Characters 1

Auto Create User ☐

Automated Password Change ☐

SSH Session Logging Output

RDP Recording ☐

Proxy Allow All ☐

Four Eyes Authorization ☐

Password Maximum Length 32

Password Minimum Small Letters 1

Password Minimum Digits 1

Command Guard Disable

Shell Access Notification ☐

Encrypt SSH Session Logs ☐

Web Proxy Logging -- None --

**Tunnel Allow All** ☒

Hide Server Details ☐

**2. ERROR(2): creation failed: Permission denied**

**Step 2(A):** Check the **ezsh.log** of gateway user with which you logged into Ezeelogin backend(ezsh). Replace the username with the actual username.

```
root@gateway ~]# tail /home/admin/ezsh.log

SSH log file (/var/log/ezlogin/full/john/master~auto-
test-01.master.eznoc.com~Mon_May_9_22:38:25_2018) creation failed:
Permission denied
```

**Step 2(B):** To resolve the above error, run the following command on the gateway server and try again:

```
root@gateway ~]# /usr/local/ezlogin/eztool.php -fix_log_permissions
```

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## Related Articles:

[Port forwarding from jump server to target Linux machine](#)

[configure ssh-tunnel on jump server or bastion host](#)

[Add servers behind a Tunnel Host in SSH Gateway or Add servers that are accessible via port forwarding](#)

[via the ssh gateway server](#)

Online URL:

<https://www.ezeelogin.com/kb/article/rdp-error-this-computer-can-t-connect-to-the-remote-computer-395.html>